

Section: General Billing Information

1.5 MedSolutions

The Division of Medicaid (DOM) has contracted with MedSolutions (MSI) to serve as one of the Utilization Management/ Quality Improvement Organizations (UM/ QIO) for the State of Mississippi. The purpose of the UM/ QIO is to evaluate medical necessity for the Medicaid services for certain advanced imaging procedures.

The UM/QIO provides medical necessity reviews for all out-patient, non-emergent:

- Magnetic Resonance Imaging (MRI/MRA)
- Computed Tomography (CT),
- Positron Emission Tomography (PET),
- Nuclear Cardiac studies

Advanced imaging studies performed in conjunction with an inpatient stay, emergency room visit, or a twenty-three (23) hour observation will not be subject to authorization requirements.

To request an authorization, providers may use the 24/7 Web Portal (www.medsolutionsonline.com), or **call (877-791-4106) from 7AM to 8PM CST** or fax a MedSolutions request form (available on the Web Portal) to (888) 693-3210 from **7AM to 8PM CST**, or submit via mail.

Outside of normal business hours, you may call MedSolutions and leave a message for a return call the next business day.

When advanced imaging studies are required in less than 48 hours due to a medically urgent condition, please call for authorization. MedSolutions will expedite the review process. Please indicate clearly that the authorization is for medically urgent care.

MedSolutions will send approval notices via fax to the ordering provider and rendering facility. Should the rendering facility believe the advanced imaging study should be different than what is authorized the rendering facility must contact MedSolutions for review and authorization prior to claim submission.

Providers may use the contact information below to reach the office during regular business hours.

GENERAL CONTACT INFORMATION

MSI Address	
MedSolutions 814 North President Street Jackson, MS 39202	
Telephone and FAX Numbers	
Telephone:	877-791-4106
Facsimile:	888-693-3210
Website Address	
http:// www.medsolutionsonline.com	

AUTHORIZATION CONTACT INFORMATION

Have questions or need assistance? The MSI Web Support Team is standing by to assist providers with any website issues experienced. Providers may contact MSI Web Support by calling 800-575-4594 or via e-mail at online@MedSolutions.com.

Requests for clinical discussions from ordering providers and radiologists are welcomed. One of MedSolutions' Medical Directors can assist in a consideration of imaging study options. To request a clinical discussion, call MedSolutions at **877-791-4106**; Option #3, then Option #4.

HELPLINE AND HOTLINE TELEPHONE NUMBERS

Type of Line	Purpose	Phone Number
Web Support	Provide web support to providers	800-575-4594
Clinical Support	Provide clinical support to providers	877-791-4106 ; Option #3, then Option #4.